Transcript of video

[Background music]

[**On screen**: Title appears on the screen: CARE Services Help, Completing a form]

An account in CARE Services allows territory families to send you entire forms to complete, or they may delegate a part of a form for your contribution.

[**On screen**: a clipboard icon is displayed above the heading ‘Completing a form’]

Find out how to complete an entire form.

[**On screen**: An email inbox is displayed, showing an example email from Care Services]

You will receive an e-mail from CARE Services letting you know there is a form ready to complete.

[**On screen**: The page zooms and highlights the ‘CARE Services’ link in the email]

Click the link in the e-mail and log in into the portal.

[**On screen**: Care Services homepage is displayed, the cursor moves to hover over a ‘View Dashboard’ button for a client account]

Once you log in, select the appropriate account linked to the form.

[**On screen**: the Account Dashboard is displayed]

You will be taken to the dashboard for that account.

[**On screen**: the ‘Items to complete’ tile is highlighted]

Go to the items to complete tile and select the form.

[**On screen**: the Items to complete page is displayed. An example ‘Application for Adoption’ form is highlighted]

On this dashboard, the example is from adoptions and application to adopt.

[**On screen**: Delegated form example is displayed]

Complete all sections required in the form.

[**On screen**: Declaration page of a form is displayed. Buttons with options to print, PDF, close and save are highlighted]

As you work through the form, you can print, save your work or view as PDF.

Scroll to the end of the page to find these controls.

[**On screen**: Supporting documents upload section of form is displayed. ‘Submit Contribution’ button is highlighted]

Once your form is complete, click submit contribution.

[**On screen**: ‘Upload Document’ button is highlighted]

Add any supporting documents required using the upload document function.

[**On screen**: Submit form page is displayed]

Submit your form.

You will be given a chance to check your form if needed before you finalise and submit.

[**On screen**: Items to complete page is displayed showing a green box that says ‘Your form was successfully submitted’]

CARE Services will send you a confirmation e-mail when your form is submitted.

[Background music]

[**On screen:** The CARE Services Help and NTG branding appears.]